



Problem Resolution Report

CoSD Contract No. 554833
Apple MacBook Support
Perspecta/CoSD 096

Peraton

Date: August 19, 2021

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Perspecta Enterprise Solutions LLC, a Peraton company ("Perspecta" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

The Parties wish to add the Apple MacBook to the list of County-retained assets receiving Contractor's support. County retained Macbooks are not able to connect to the County internal network due primarily to Network Access Control policies blocking all unknown (unmanaged) assets. County retained MacBook do not have certificates for device authentication nor any security software (AV) or sufficient updates allowing them to safely engage with the County internal network.

Resolution:

1. The Parties agree that support for County Retained MacBook assets will be limited to assets management through Jamf Pro, installation of device certificate for network access, implementation of EAA solution on each device, including MFA, and recommendation of Apple Core Software Standards that will be packaged and delivered via Jamf Pro. No hardware support will be provided on County Retained Apple Mac devices.
2. The Parties agree to add two new Resource Units (RU) to the Agreement:
 - a. Apple MacBook – Platform Support, to fund the costs associated with assets management software licenses and labor, including hosting, required to support the environment up to 300 devices. The monthly Apple MacBook - Platform Support RU Fee is \$5,908.33.
 - b. Apple MacBook – User Support RU, to fund the costs associated with antivirus software licenses and additional labor, including IMAR and break fix, required to support the users. The monthly Apple Mac – User Support RU Fee is \$15.80
3. Section 4.15 is added to Schedule 4.3, Operational Services, as per Attachment 1 to this PRR.
4. Schedule 16.1 Fee, Exhibit 16.1-2 are amended by adding the Apple MacBook - Platform Support and Apple MacBook – User Support Resource Unit Fees, as per Attachment 2 and 3 to this PRR



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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged, and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

PERSPECTA ENTERPRISE SOLUTIONS LLC

By:

By:

Name:

John M. Pellegrino

Name:

Max Pinna

Title:

Director, Department of Purchasing
and Contracting

Title:

Contracts Manager

Date:

Date:

August 19, 2021

4.15 County Apple MacBook Retained Asset Services

4.15.1 Overview

This section pertains to the County Apple MacBook Retained Assets Services Component within the End-User Services Framework. County Apple MacBook Retained Assets are devices purchased by County departments for specialized use cases. These devices require secure access to the County internal network in order to operate effectively. Network Access Control policies limit the ability of any non-managed device from gaining access to the County network. Apple MacBook Retained Assets need to become managed with Core Software that protects the device and allows safe and secure access to the County internal network.

4.15.2 High Level Requirements

- 4.15.2.1 Contractor shall document, deliver (for County approval) and post to the Service Portal enrollment procedure for County Apple MacBook Retained Assets.
- 4.15.2.2 Contractor shall document all County Apple MacBook Retained Assets in the Integrated Asset Management System.
- 4.15.2.3 Contractor shall recommend (for County approval) the Apple MacBook that will be supported under County Apple MacBook Retained Assets and document the recommendations in the standard Desktop Computing Services Assets, published in the Standards and Procedures manual.
- 4.15.2.4 Contractor shall recommend (for County approval) a standard Apple MacBook Core Software for all County Apple Mac Retained Assets.
- 4.15.2.5 Contractor shall exclude County Apple MacBook Retained Assets from Desktop Computing Services refresh.
- 4.15.2.6 Contractor shall maintain Apple MacBook Core Software to approved standards on County Apple MacBook Retained Assets.
- 4.15.2.7 Contractor shall report to End-User the end of life of the County Retained Asset annually.
- 4.15.2.8 Contractor shall install device certificates on all County Apple MacBook Retained Assets to allow internal County network direct access.

4.15.2.9 Contractor will enable EAA remote access for all County Apple MacBook Retained Assets.

4.15.2.10 Contractor will enable MFA for all user access to any County resources from County Apple MacBook Retained Assets.

4.15.2.11 Contractor shall install management software to insure the County Apple MacBook Retained Asset device posture meets standard.

4.15.2.12 Contractor shall not exclude any County Apple MacBook Retained Asset from the Services, with exception of any hardware support.

4.15.3 Environment

4.15.3.1 The standard Desktop Computing Services Assets, published in the Standards and Procedures manual, are in scope for County Retained Assets Services.

4.15.4 Enrollment Requirements

4.15.4.1 Enrollment Requirements

Enrollment of County Apple MacBook Retained Assets requirements are as follows:

4.15.4.1.1 For new enrollment, County shall assure that the County Apple MacBook Retained Assets are compliant with current Apple MacBook core software standards.

4.15.4.1.2 County Service Request is issued to initiate the enrollment process.

4.15.4.1.3 Contractor shall verify the requirements to enroll County Apple MacBook Retained Assets.

PRR 096 - Apple MacBook Support - Attachment 2
Exhibit 16.1-1 - Resource Unit Price Summary

| Resource Unit (RU) | Reference | Unit of Measure | Pricing Method | Bundle | Measurement Method | Baseline Volume (per Contract Year) | RU Fee (90-110% band) | Baseline Annual Fee | RU Fee (70% to 80% band) | RU Fee (80% to 90% band) | RU Fee (110% to 120% band) | RU Fee (120% to 130% band) | RU Fee (130% to 150% band) | RU Fee (150% to 200% band) | Depreciation Period (in Years) |
|---|-----------------------------|-----------------|----------------------------|--------|--------------------|-------------------------------------|-----------------------|---------------------|--------------------------|--------------------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------------------|
| Apple MacBook - Platform Support ≤300 devices | Schedule 4.3 - Section 4.15 | Month | Fixed Monthly Fee Per Unit | | Specific | 12 | \$ 5,908.33 | \$ 70,899.96 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Apple MacBook - User Support | Schedule 4.3 - Section 4.15 | Device | Fixed Monthly Fee Per Unit | | Specific | 12 | \$ 15.80 | \$ 189.60 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

PRR 096 - Apple MacBook Support - Attachment 3
Exhibit 16.1-2 - Resource Unit Price Decomposition

| | | | | | | |
|---|-----------------------------|-------|---------------|----------------------|-------------|--|
| Apple MacBook - Platform Support ≤300 devices | Schedule 4.3 - Section 4.15 | Month | Fixed Monthly | | \$ 5,908.33 | |
| | | | | Hardware | \$ - | Represents the hardware costs, installation and monthly lease payments |
| | | | | Software License | \$ 2,312.50 | Represents costs to procure software licenses to support the environment, including hosting, up to 300 devices |
| | | | | Hardware Maintenance | \$ - | Represents cost of the Maintenance Agreement for hardware support and break-fix services. |
| | | | | Labor | \$ 3,595.83 | Represents costs associated with various activities to support the environment. |
| Apple MacBook - User Support | Schedule 4.3 - Section 4.15 | Month | Fixed Monthly | | \$ 15.80 | |
| | | | | Hardware | \$ - | Represents the hardware costs, installation and monthly lease payments for a leasing term of 4 years. |
| | | | | Software License | \$ 0.32 | Represents costs of AV software licenses. |
| | | | | Hardware Maintenance | \$ - | Represents the cost of the Maintenance Agreement for hardware support and break-fix services. |
| | | | | Labor | \$ 15.48 | Represents costs associated with various activities to support the environment, including IMAR and break fix. |